



LOS ANGELES COUNTY

WIA Adult and Dislocated Worker INFORMATION BULLETIN

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TO: ALL ONE STOP CENTERS

The purpose of this Bulletin is to address two critical elements each One Stop Lead Agency should consider in order to provide an optimum level of customer service to all who access services through their One Stop Career Center. These elements focus on the relationship you will have with your partner's staff and how services should be provided at the Center. They move us from merely collocating with our partners in one location, to providing seamless and integrated services. Furthermore, the elements are referred to in the One Stop Certification Criteria. Therefore, let's examine them more closely.

CROSS TRAINING

The Certification Criteria refers to cross training of all One Stop staff. A staff training plan is also referenced in the Certification Criteria. The training plan is intended to address the needs of ALL the staff at the Center as well as workforce development staff that continue to be housed in partner agencies. All training should be conducted for all Center staff, not just Lead Agency staff.

The Memorandum of Understanding (MOU), developed by the One Stop Lead Agency and their partners, should address how center staff competencies will be assessed and developed. Additionally, the Resource Sharing Agreement should also address how each partner will contribute resources to sustain training for staff that is done as cross-partner training rather than individual agency-by-agency training. One approach is to develop a training series for the year that Center staff and other partner agency staff will attend together. The partners could establish a registration fee for the training and in the MOU commit to sending staff to joint training and paying the registration fee. The Lead Agency could set up a training account to manage the funds that are being collected for training. The MOU should also address how partners will train each other on their services and eligibility requirements.

As a potential tool we have attached, to this bulletin, competencies identified for staff working in an integrated environment. The competencies have been identified and adapted by Lori Strump and put into the SCANS framework. The competencies are based on her work, the work of the National Association of Workforce Professionals, as well as work done in the State of Washington.

Integrated Customer Service

Part of a quality integrated workforce development system is to deliver services in a way so that the “funding entity” becomes transparent to the customer. Each partner in a One-Stop Career Center must learn all they can about the other partner’s services. Case managers must become cross functional, not just managing for one program, but having the ability to provide information and do ***SOME*** initial eligibility for all program services found in the workforce development system.

The goal is to provide quality customer service. To do this effectively, each partner must provide all the core services at a level that actually assists customers in taking the next steps toward a job or additional service. Center staff need to develop a customer service mentality, moving away from program silos and becoming more of a generalist when it comes to providing information about the system and the services.

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Attachments

KK:JLS:cc